Trio

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logging In

Trio understands your needs are unique, and prides itself on the flexibility able to be delivered to tailored programs and processes that suit. With this in mind, Trio ensures all order processes make the experience quick, easy and simple.

All your products are available via Trio's online ordering system, e-volve. To access this system, go to www.trio.co.nz and select your preferred login option.

Select 'Login: Place Orders' to order products stored in Trio's warehouse.

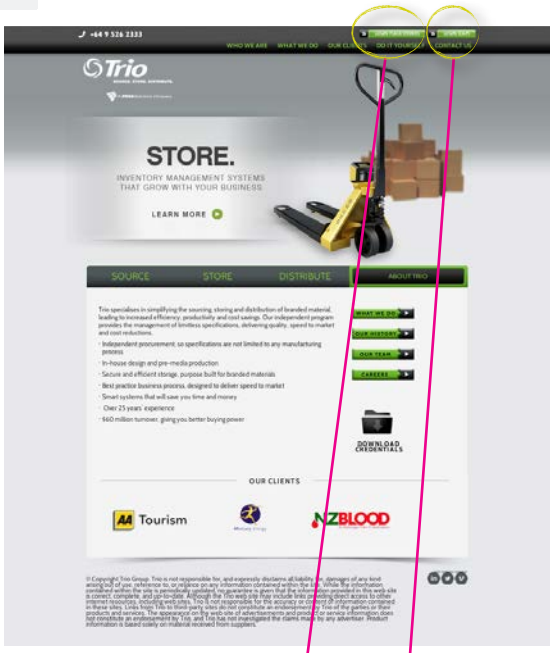
Select 'Login: DAM' to access digital assets and online templates.

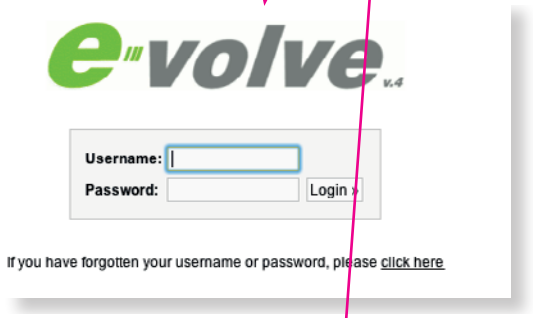
Image 1

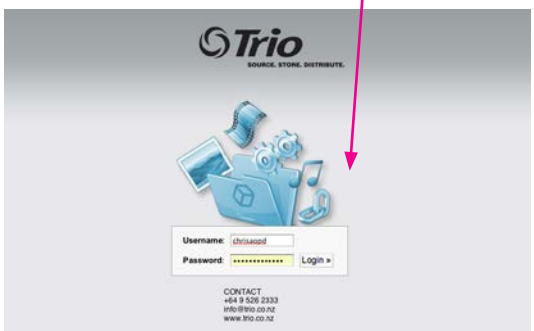
Only authorised personnel are allowed access to this site, and you will need login details to gain access. These login details are case sensitive. Please keep these details safe.

Upon gaining entry, select one of the options from left hand menu.

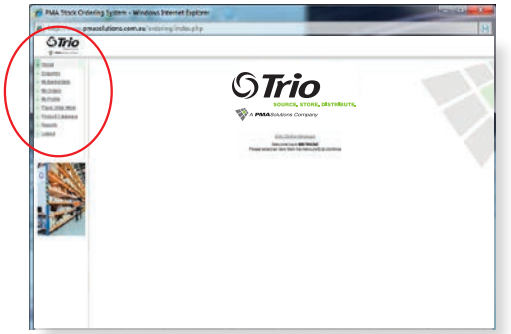
Image 2







2. Menu



my profile

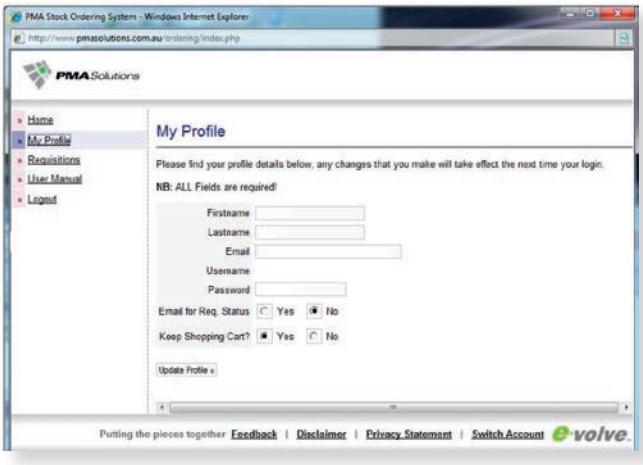
The first time you enter e-volve you select ‘My Profile’ to check all your details have been recorded correctly. This ensures you will receive the correct notifications.

Selecting Yes to ‘Email for Req. Status’ will prompt the system to send you an email each time your order progresses to the next stage, for example; picking slip spooling, currently being picked, despatched. The default setting for this option is ‘No’ due to the number of email updates you may receive.

Selecting Yes to ‘Keep Shopping Cart?’ will allow the system to record your orders for future reference.

Image 3

3. My Profile



placing orders

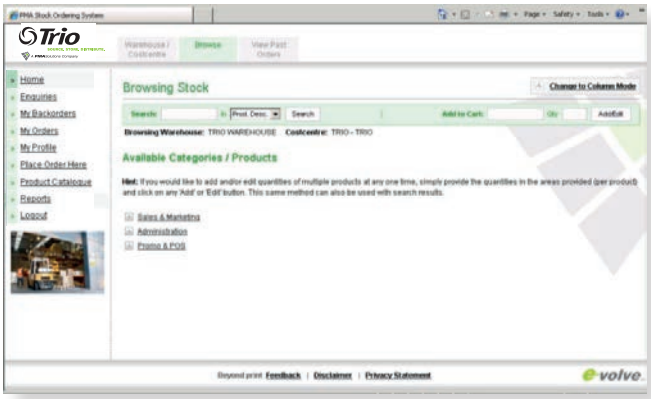
To order product, select 'Place Order Here'. Your preference are dictated by your username and password. If you are an administration user you will have access to change cost centres.

Highlight the cost centre you want this order to be delivered to and select Continue. If your access is limited to ordering for one Cost Centre, this screen will appear as a confirmation. Select Continue.

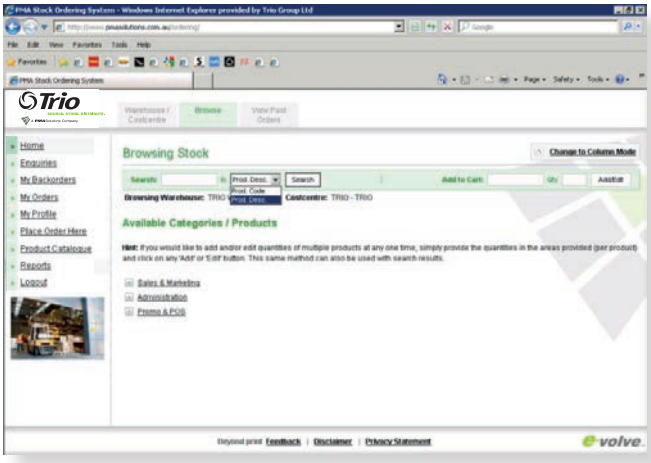
All products are placed within their product groups, for ease in locating and selecting your requirements.
Image 4

You can also browse for products using the search functionality where you can choose to search by product code or product description.
Image 5

4. Selecting Products



5. Selecting Products



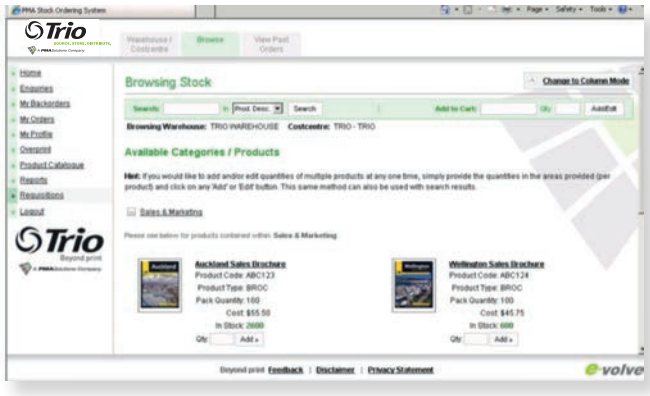
placing orders

To display products under each group, click on the group heading.

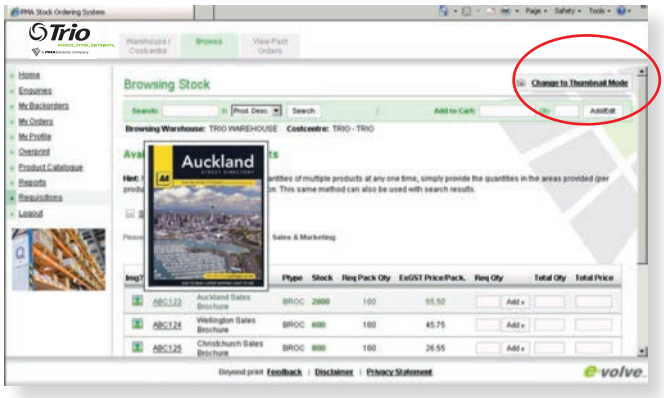
Details of the product including all product images with basic information for each product appears.
Image 6

By selecting ‘Change to Column Mode’ in the top right of the page the view updates. When holding the mouse over the icon in the ‘Img?’ column an image of the product appears for further clarity.
Image 7

6. Browsing Stock



7. Change to Thumbnail Mode



placing orders

Entering the quantity you wish to order, and selecting **'Add'** displays your selected items within the Total Qty fields on the right hand side.
Image 8

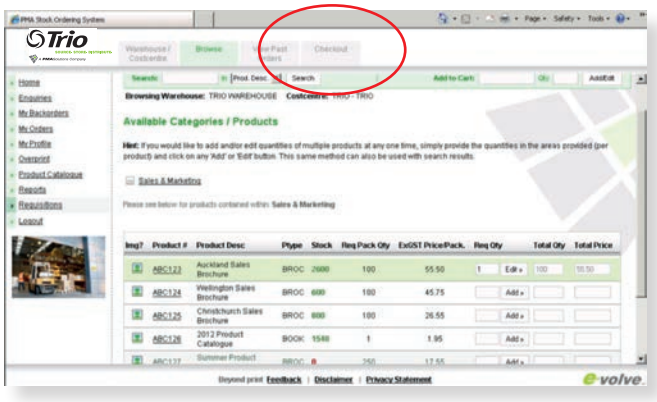
Once you have selected all the products you wish to order, select the Checkout tab at the top of the page.

In the Checkout section you must complete your delivery details, and check your order. Your address should be self-populated based on the Cost Centre you selected, but please check to ensure the accuracy.

You are able to upgrade the priority of your order by selecting 'Urgent'. Please note, this does not result in the products being despatched earlier, but will upgrade the freight service to that of an urgent service. This selection will result in increased freight charges being allocated to this order.

You can enter a Customer Order Number here as a reference. This order Number will appear on the despatch note delivered with the goods and on reports relating to this order.

8. Placing items in a Basket



placing orders

You have the ability to enter additional comments relating to this order.

This is your last opportunity to check the contents of the order. Should you want to make a change, you can remove an item by selecting ‘Trash’, or change the quantity by simply typing over your earlier choice. Any changes must be followed by selecting Edit Cart Contents.

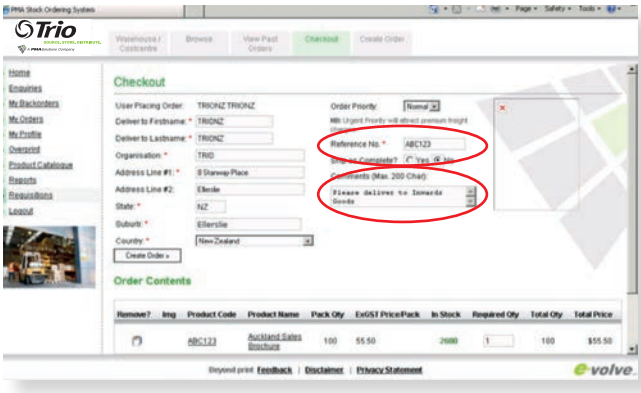
Image 9

Once you are happy that your order is complete, select Create Order.

If your order requires approval by an authoriser, they will be sent an email requesting they view the order and approve or reject it. If it does not require approval, selecting Create Order confirms your order and creates a picking slip in Trio’s warehouse.

You will receive an email as a confirmation your order has been received by Trio. The email will include a PDF attachment of the order for your records.

9. Checkout



urgent orders

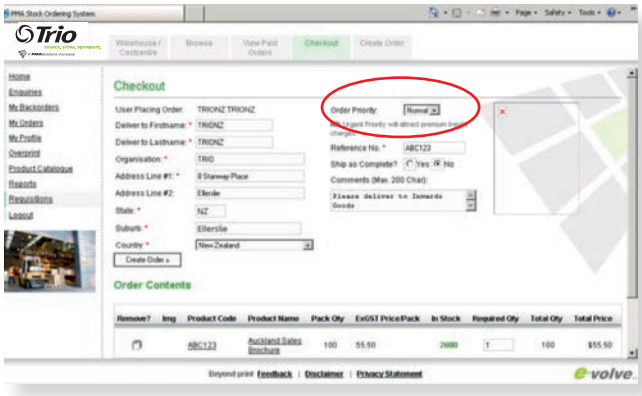
Trio will despatch all orders received prior to 12pm on the same day. All orders received after this time will be despatched the following morning.

North Island orders are usually delivered over night and South Island orders are delivered in 2-3 working days.

If your order requires a more urgent delivery, select ‘urgent’ in the orders Priority as shown in **image 10**.

In the comments section, you may advise when you require your order.

10. Priority Orders



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FAQs

Why can't I login?
If you are experiencing technical difficulties, please contact one of our friendly staff on 09 526 2333 who will help determine what the issue may be.

I'm not receiving my order notifications.
If you do not receive notifications that we have received your order or updates as the order progresses and would like to, please contact us on 09 526 2333.

There is a product I need that I cannot see.
If you need to order a product and cannot find it in your electronic listing, contact us on 09 526 2333. We will advise you if the product is unavailable.

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Contact Details

As a service organisation we place great emphasis on the quality of our customer service.

Should you require any help using the online system, please contact one of our friendly staff on 09 526 2333.